GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1002
ANSWERED ON:20.08.2007
CHECK ON TELECOM SERVICES
Shakya Shri Raghuraj Singh

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has taken any initiative to compare the quality of services provided by B.S.N.L. with the private mobile companies; and

(b) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) Sir, Telecom Regulatory Authority of India (TRAI) has been monitoring performance of Cellular Mobile Operators against the bench marks laid down for the various parameters (vide Regulation on Quality of Service of Basic and Cellular Mobile Telephone Service, 2005) through Quarterly Performance Monitoring Reports submitted by all the service providers including BSNL. TRAI had also undertaken independent assessment of the Quality of Service through an independent agency. Performance of BSNL is comparable to the private mobile companies in respect of quality of service of Cellular Mobile Telephone Service.